

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2091	(trouble or problem or network) near2 ticket	US-PGPUB; USPAT	OR	ON	2009/04/20 21:26
L2	3477280	e\$1mail or electronic adj2 (message or mail) or contact or communication	US-PGPUB; USPAT	OR	ON	2009/04/20 21:27
L3	107882	l2 near8 (problem or troubleshoot\$3 or trouble)	US-PGPUB; USPAT	OR	ON	2009/04/20 21:27
L4	1115	(l1 or l3) near8 (unresolv\$3 or ag\$3 or old\$3)	US-PGPUB; USPAT	OR	ON	2009/04/20 21:31
L5	329560	(agent or rep or representative or support) near8 (solution or response or reply or feedback)	US-PGPUB; USPAT	OR	ON	2009/04/20 21:34
L6	41	l4 same l5	US-PGPUB; USPAT	OR	ON	2009/04/20 21:34
L7	14	l6 and (@ad<"20010130" or @rlad<"20010130")	US-PGPUB; USPAT	OR	ON	2009/04/20 21:35
L8	343	(l1 or l3) same l5	US-PGPUB; USPAT	OR	ON	2009/04/20 21:56
L9	5866	(max or maximum or threshold) near8 (workflow or escalation or thread)	US-PGPUB; USPAT	OR	ON	2009/04/20 22:17
L10	0	l8 and l9	US-PGPUB; USPAT	OR	ON	2009/04/20 22:17
L11	91685	(busy or unavailable or available or idle) near8 (agent or rep or representative)	US-PGPUB; USPAT	OR	ON	2009/04/20 22:32
L12	150	l9 and l11	US-PGPUB; USPAT	OR	ON	2009/04/20 22:33
L13	29	l12 and (@ad<"20010130" or @rlad<"20010130")	US-PGPUB; USPAT	OR	ON	2009/04/20 22:33
L14	1042	(trouble or network) near2 ticket	US-PGPUB	OR	ON	2009/04/20 22:39
L15	209	l1.clm.	US-PGPUB	OR	ON	2009/04/20 22:40
L16	477	l3.clm.	US-PGPUB	OR	ON	2009/04/20 22:40
L17	18004	l5.clm.	US-PGPUB	OR	ON	2009/04/20 22:41
L18	16	(l15 or l16) and l17	US-PGPUB	OR	ON	2009/04/20 22:41

L19	187	(l15 or l16) same (stor\$3 or datastore or database or folder).clm.	US-PGPUB	OR	ON	2009/04/20 22:50
L20	474564	agent or (customer or service or network) near2 (rep or representative or technician)	US-PGPUB	OR	ON	2009/04/20 22:51
L21	20	l19 and l20.clm.	US-PGPUB	OR	ON	2009/04/20 22:51
L22	1118	l11.clm.	US-PGPUB	OR	ON	2009/04/20 23:04
L23	0	(l15 or l16) and l22 and threshold.clm.	US-PGPUB	OR	ON	2009/04/20 23:04
L24	2	(l15 or l16) and l22	US-PGPUB	OR	ON	2009/04/20 23:04

4/20/09 11:05:37 PM

C:\Documents and Settings\pwinder\My Documents\EAST\Workspaces\Default EAST Workspace (Flat Panel LANDSCAPE).wsp